

Adm-13.5

Executive Registry  
69-3288/3

02 SEP 1969

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT : Establishment of a Self-Bussing System in the Headquarters Building Cafeterias

REFERENCE : Memo dtd 20 Jun 69 to Exec Dir-Compt fr DDS,  
Subj: Self-Bussing in Headquarters Building Cafeterias

1. This memorandum contains in paragraph 4 a recommendation for your approval.

2. Because of a delay in the delivery of equipment, the trial period authorized in the reference for self-bussing in the North Cafeteria was finally set for 13-27 August. Announcements (Attachment 1) were distributed to all customers in the North Cafeteria as they passed through the cashier stations on the 11th, 12th, and 13th of August. Survey questionnaires (Attachment 2) were distributed in the same way on the 19th, 21st, and 26th. Publicity for the trial period was limited to handouts in the North Cafeteria so that the test could be conducted and evaluated under conditions which would be as close to normal as possible. Based on the official patronage count 11-13 August, it is estimated that [redacted] notices were distributed.

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3. A detailed analysis of the 503 questionnaires returned is contained in Attachment 3. Of these, 338 (70 percent) indicated that the respondents thought that the establishment of self-bussing on a permanent basis would be an improvement, 352 (72 percent) indicated that there would be no objection to self-bussing, and 38 (8 percent) indicated that the respondents were neutral in this respect. The single largest response to the questionnaire indicated that 391 (82 percent) of the respondents thought that there were more cleared tables available under the self-bussing system.

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4. In view of Government Services, Incorporated's (GSI) position indicated in the reference and in light of the results of the self-bussing test, it is recommended that GSI be instructed to establish a self-bussing system in the North and South Cafeterias of the Headquarters Building as soon as practicable.

[Redacted]

R. L. Bannerman  
Deputy Director  
for Support

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Atts

The recommendation contained in paragraph 4 is approved.

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L. K. White  
Executive Director-Comptroller

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Date

**Distribution:**

Orig. - OL/LSD w/atts  
1 - Exec Dir-Compt w/atts  
1 - ER w/atts  
2 - DDS w/atts  
1 - OL Official w/atts

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### SELF - BUSSING

On the recommendation of the Employees' Cafeteria Committee, self-bussing will be tried out in the North Cafeteria for a period of two weeks commencing on Wednesday, 13 August 1969.

The main purpose of the trial run is to determine the effectiveness of self-bussing in meeting the complaint of many cafeteria patrons that during peak luncheon periods it is often difficult to find a cleared table. Self-bussing in cafeterias of other agencies and departments has resulted also in a more pleasant atmosphere brought about by a decrease in the noise level and a general improvement in the appearance of the eating area. Patrons will be given an opportunity to record their opinions during the course of the trial.

Patrons are requested to leave their dishes on the trays while eating and, after eating, to place the trays with the dirty dishes on them in the mobile carts which will be stationed in the area.

Your cooperation will be appreciated.

## SELF-BUSSING SURVEY

Your help in evaluating the self-bussing experiment now underway in the North Cafeteria is requested. Please fill this out and place it in the box as you leave the cafeteria.

NOTE: If you have already submitted a survey form, please do not fill out this one.

	Circle One		
	More	Less	Same
1. Dish and silverware noise.			
2. Availability of clean tables.	More	Fewer	Same
3. Does cafeteria appear to be cleaner and less cluttered overall?	Yes	No	Same
4. All things considered, do you think that the establishment of a self-bussing system permanently in both cafeterias would be an improvement?	Yes	No	Undecided
5. Would you object to the establishment of self-bussing permanently? Yes	No	Neutral	

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

**ANALYSIS OF SELF-BUSSING QUESTIONNAIRES**  
**North Cafeteria**

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<b>1. Number of persons processed by cashiers</b>	19 August		
	21 August		
	26 August		
	Total.....		
	Average.....		
<b>2. Number questionnaires returned</b>	19 August	298	
	21 August	137	
	26 August	68	
	Total.....	503	
<b>3. Replies to questions</b>			
<b>a. Dish and silverware noise.</b>	<u>More</u>	<u>Less</u>	<u>Same</u>
	19 August	12	77
	21 August	6	24
	26 August	1	21
	19(4%)	341(71%)	122(25%)
<b>b. Availability of clean tables.</b>	<u>More</u>	<u>Fewer</u>	<u>Same</u>
	19 August	228	49
	21 August	109	16
	26 August	54	8
	391(82%)	16(3%)	73(15%)
<b>c. Does cafeteria appear to be cleaner and less cluttered overall?</b>	<u>Yes</u>	<u>No</u>	<u>Same</u>
	19 August	192	49
	21 August	95	16
	26 August	42	11
	329(68%)	79(17%)	76(15%)
<b>d. All things considered, do you think that the establishment of a self-bussing system permanently in both cafeterias would be an improvement?</b>	<u>Yes</u>	<u>No</u>	<u>Undecided</u>
	19 August	198	42
	21 August	96	11
	26 August	44	7
	338(70%)	90(18%)	60(12%)
<b>e. Would you object to the establishment of self-bussing permanently?</b>	<u>Yes</u>	<u>No</u>	<u>Neutral</u>
	19 August	55	27
	21 August	30	8
	26 August	13	3
	98(20%)	352(72%)	38(8%)

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NOTES

- (1) Percentages are rounded off to the nearest whole number.
- (2) Of the written comments received, the largest single group (roughly 12 percent of the questionnaires returned) concerned the possibility of reduction in prices as a result of the lower labor cost with the use of self-bussing system.

The next largest group of comments (roughly 8 percent) were expressions concerning the food served: quality, quantity, not hot, etc.

The third largest group of comments (roughly 6 percent) were expressions in favor of self-bussing.

A number of constructive comments concerning the condition of the trays and tables and the location and condition of the tray carts were also submitted. These will be taken up with the cafeteria manager.

- (3) As indicated in 1. above, the average number of patrons served on the questionnaire days was  The fact that this figure was lower by  than the average for four representative days in February can be attributed to vacations and good, summer weather.

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